

**GOVERNMENT OF INDIA
ROAD TRANSPORT AND HIGHWAYS
LOK SABHA**

STARRED QUESTION NO:100
ANSWERED ON:04.03.2013
COMPLAINTS AGAINST TOLL AGENCIES
Khaire Shri Chandrakant Bhaurao;Punia Shri P.L.

Will the Minister of ROAD TRANSPORT AND HIGHWAYS be pleased to state:

- (a) whether the Government/National Highways Authority of India has received any complaints against the toll agencies during the last three years and the current year;
- (b) if so, the details thereof, State-wise including Bihar indicating the nature of these complaints along with the action taken thereon, toll agency-wise;
- (c) whether there are disparities and discrepancies in the current toll policy for toll collection on the National Highways;
- (d) if so, the details of the National Highways where incidents of non-payment of toll and protests have come to the notice of the Government; and
- (e) the steps taken or proposed to be taken by the Government to deal with the situation and improve the toll policy?

Answer

THE MINISTER OF ROAD TRANSPORT AND HIGHWAYS (DR. C.P. JOSHI)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 100 FOR ANSWER ON 4TH MARCH, 2013 ASKED BY SHRI P. L PUNIA AND SHRI CHANDRAKANT KHAIRE REGARDING COMPLAINTS AGAINST TOLL AGENCIES

- (a)&(b) Yes Madam. Some complaints were received against the fee collecting agencies. List of such complaints is at Annexure-A.
- (c) No Madam, the National Highways Fee (Determination of Rates and Collection) Rules, 2008 are applicable on both Public Funded and BOT projects. However, in case of BOT Projects prior to 2008 the fee rules applicable at the time of submission of bids are applicable for that project.
- (d) Yes Madam. Some cases have been reported the details of which are at Annexure-B
- (e) On the basis of the experience gained after tolling on sections, the Fee Rules, 1997 has been replaced by Fee Rules, 2008 which is applicable both on Public Funded and BOT projects. The fee rules, 2008 has also been amended three times to incorporate the demands of the road users.